

Performance results

December 2009

**Performance targets:
Services run: 96% On time: 92%**

Short distance journeys

Line	Geelong	Ballarat	Bendigo	Seymour	Gippsland
	Services run				
% of scheduled services run	98.9%	98.8%	98.0%	97.7%	99.6%
	On time				
% of scheduled services on time to 5 minutes	79.5%	92.4%	83.9%	83.4%	87.0%

Long distance journeys

Line	Warrnambool	Ararat	Swan Hill/ Echuca	Shepparton	Albury/ Wodonga	Bairnsdale (includes Sale)
	Services run					
% of scheduled services run	100%	100%	100%	100%	Track works*	100%
	On time					
% of scheduled services on time to 10 minutes	82.3%	95.2%	85.4%	87.9%	Track works*	84.9%

* The Albury/Wodonga line was closed between Seymour and Albury for major track upgrade works. These trains are included in the Seymour performance figures (as the new start and end point) until the works program is complete and full Albury train services resume.

→ On short distance services, punctuality is measured on time to 5 minutes 59 seconds.

→ On long distance services, punctuality is measured on time to 10 minutes 59 seconds.

If your line did not meet its punctuality or reliability target and you have a valid periodical ticket of four weeks or more, you are eligible for a complimentary return V/Line voucher as compensation.

All compensation claims must include a valid ticket and be made in writing to: Customer Relations, Reply Paid 5343, Melbourne VIC 3001.

Customers with further inquiries about V/Line performance should phone us on **136 196**.

Call 136 196 vline.com.au

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